



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Norlight, Inc.**  
**d/b/a Cinergy Communications**  
**for Filing Period 10/1/2008 to 12/31/2008**  
**Tracking Number 2563**

**Performance Data - Code Part 730**

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.80	3.90	5.40	4.70
B. Operator Answer Time - Information Section 730.510(a)(1)	4.92	5.66	5.92	5.50
C. Repair Office Answer Time Section 730.510(b)(1)	62.00 *	13.00	12.00	29.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	7.00	8.00	8.00	7.67
E. Percent of Service Installations Section 730.540(a)	100.00 %	96.60 %	100.00 %	98.87 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 (a)	85.90% *	87.10% *	61.36% *	78.12% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	16.00 *	0.11	0.09	5.40
H. Percent Repeat Trouble Reports Section 730.545(c)	6.37 %	3.74 %	3.41 %	4.51 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$119.34	\$5.34	\$35.62	\$160.30
B. Number of credits issued for repairs - 24-48 hours	4	1	1	6
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

**Disclaimer:**

F results due in part to extrem weather and damaged cable.